2. While specific grievances voiced by the participants are being resolved on a priority basis, efforts are being made to improve customer service in banks by simplifying procedures and bringing about a change in the attitude and behaviour of bank employees. Towards this end banks have been asked to have periodical contact with customers and customers' organisations and also to make 'customer service' an integral part of their training programmes. They have also been asked to attend to customers' grievances speedily.

Raid on the Art Silk Industry in Surat

*15. SHRI CHATURANAN MISHRA :
SHRI VIRENDRA VERMA:

Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that officials of the Directorate of Anti-evasion under the Department of Customs and Central Excise were assaulted and injured while a raid was being launched at the art silk mills and also at the residences of art silk manufacturers in Surat recently;

(b) if so, what are the details in this regard, including the value of the unaccounted processed cloth and incriminating documents and black money recovered during the raid;

(c) whether it is a fact that the Gujarat Government did not provide any protection to the Anti-evasion staff during the raid; if so, what are the reasons therefor;

(d) whether it is also a fact that information about the raid to be conducted leaked out as has been reported in the Economic Times of June 4, 1985;

(e) if so, whether any inquiry was conducted into this matter; and

(f) if the answer to part (a) above be in the affirmative, what is the outcome thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JAI ARDHAN POOJARI): (a) and (b) During the course of searches at the premises of 16 factories processing Art Silk fabrics and 40 shops at Surat on 24th May, 1985, central excise officers conducting the searches were assaulted and injured in the textile market and in the premises of 11 factories. Fabrics value over Rs. 6.50 crores approximately not accounted for in the central excise record and a number of incriminating document were seized during the searches which continued till 31st May, 1985.

(c) No, Sir.

(d) Circumstances do not indicate that there was any leakage of information about the raid.

(e) and (f) Do not arise.

Taking over of Mills by Gujarat Government

*16. SHRI CHIMANBHAI MEHTA: Will the Minister of SUPPLY AND TEXTILES be pleased to state:

(a) whether it is a fact that Gujarat Government propose to take over 12 textile mills of Ahmedabad and for that purpose the Central Government have made a provision of Rs. 69 crores as loan to the Gujarat Government and that Rs. 15 crores will be made available in the initial stage; and

(b) if so, what are the details in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF SUPPLY AND TEXTILES (SHRI CHANDRA SHEKHAR SINGH): (a) and (b) A proposal has been received from the Government of Gujarat for the nationalisation of 12 closed cotton textile mills of Ahmedabad by the State Government. This is under discussion between the Central Government and the Gujarat State Government.